



**Defense Manpower Data Center
DMDC**

CONTRACTOR VERIFICATION SYSTEM

TRUSTED AGENT

TRAINING GUIDE

May 2005

DMDC Trusted Agent Training Guide

May 2005

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1.0 Introduction to the Common Access Card (CAC)

1.1. Department of Defense Common Access Card

The Common Access Card (CAC) is a multi-functional “smart” card.

- It is the official DoD identification card for military, civil service, and contractor personnel.
- It is also the DoD Geneva Convention for all military, civil service, and contractors accompanying military personnel in hostile areas.
- It is used to grant access to DoD installations and some buildings.
- It is also used to access DoD networks and secure web sites.

The CAC has an embedded integrated circuit chip for storing and processing data. This integrated circuit chip contains the individual's Public Key Infrastructure (PKI) Tokens or digital certificates for:

- Validating identity
- Encrypting and decrypting e-mail
- Digitally signing e-mail

Information on the integrated circuit chip can only be accessed using the Personal Identification Number (PIN) the CAC holder selected when the CAC was issued.

1.2. Physical Description of the Common Access Card

In fiscal year 2000 the Department of Defense started issuing the Common Access Card to its military and civilian personnel, including contractors. The Card itself is made of plastic and the approximate size of a common credit card.

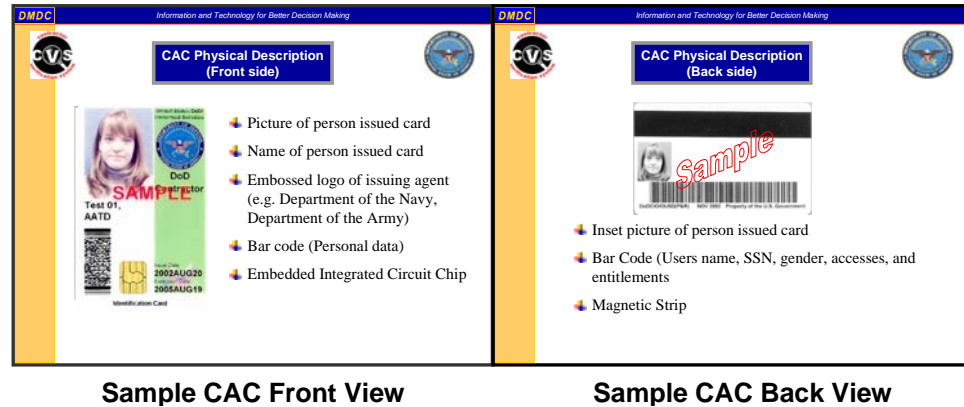
The front of the Card contains a picture of the person to whom it is issued, the holders name, a seal of the issuing agency, e.g., Department of the Navy, Department of the Army, etc., a bar code that stores personal data, issue and expiration dates, and a gold square which contains the embedded Integrated Circuit Chip that is used for storing and processing data. When the card is inserted into a reader, contacts provide power to the Integrated Circuit Chip. The CAC contains 32 Kilobytes of Electronically Erasable Programmable Read Only Memory. This supports on-card secure cryptographic functions including key generation, encryption and digital signing. The Chip contains protected data which includes the holder's PIN and personal demographics.

The back of the Card has an inset picture of the holder, a bar code which contains the users name, SSN, Gender, accesses and entitlements, and a magnetic strip

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currently blank but can be used by any application that employs mag stripe technology and has a mag stripe encoder.



2.0 Overview of CVS

2.1 CVS Description

The Contractor Verification System (CVS) is a WEB-based system that was put in place to allow the Department of Navy (DON) contractors to apply for a Common Access Card via the Internet. Within the DON, the CAC Program Management Office has operational control of the system. Contractors submit their request for the issuance of a CAC to the Trusted Agent (TA)*, along with a completed electronically generated form. When filled in, the form will contain pertinent data about the applicant, e.g., name, SSN, organization, job title, etc. Upon receipt the TA will review the application and verify its content. Based on the application's completeness and accuracy, the TA will either reject or approve the application. If rejected, the system notifies the Contractor and records the rejection. If approved, the system will update DEERS* with the contractor information and direct the Contractor, by e-mail, to proceed to a military facility/installation that has a RAPIDS* workstation for CAC issuance.

* A Trusted Agent (TA) will be assigned to all DoD/DoN Commands and their subordinate commands/activities. It will be incumbent upon the TA to ensure they are identified within the Command's web site and directories.

* DEERS - Defense Enrollment & Eligibility Reporting System




* RAPIDS – Real-time Automated Personnel Identification System

Note: There may be occasion when a contractor does not have an e-Mail address, e.g., janitorial, general maintenance, or service contractors. In this case these personnel should use their employers (primary contractor), Human Resource/Administrative Office e-mail address as a contact address.

The CAC, in these instances, would service primarily as an Identification Card for gaining access to the installation at which they are employed.

2.2 Benefits of CVS

The CVS allows DoD Contractors to electronically apply for a Common Access Card and replaces DD (Defense Department) Form 1172-2 (Application for a CAC and DEERS enrollment). DD Form 1172-2 required the applicant to physically complete the form, enter it into the administrative system and have it verified by a competent authority. The request was then returned to the applicant who proceeded to a CAC issuing office to obtain the card. The Contractor Verification System completes the process electronically, shortens the time between application and issuance, provides a means for rapid approval (or rejection) of the application, and automatically enters the applicant's qualifying criteria and accesses granted into the system.



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Overview of the CVS

The web based application developed by Defense Manpower Data Center (DMDC) was designed to provide a universal system to approve issuance of the Common Access Card (CAC) to a contractor.

- ✚ CVS reduces CAC issuance time
- ✚ Improves data integrity
- ✚ Reduces paperwork by eliminating the DD form 1172-2 (current DEERS paper version for application of CAC issuance)
- ✚ CVS automatically updates the DEERS/RAPIDS databases
- ✚ Provides convenient access for CAC application via the Internet
- ✚ Eliminates potential for fraudulent CAC issuance

3.0 Introduction to the TA

3.1 CVS TA Hierarchy

The TA is directly subordinate to the TASM. The TASM is responsible for a broad geographical region and assignment of the TAs within the region. In turn, the TA is responsible for reviewing contractor applications for issuance of a CAC within the confines of their assigned Command or Activity and approving or rejecting the applications. See Figure 3.3.1.1. for TASM, TA, Contractor simplified hierarchy and Figure 3.3.1.1.A depicts typical TA hierarchy.

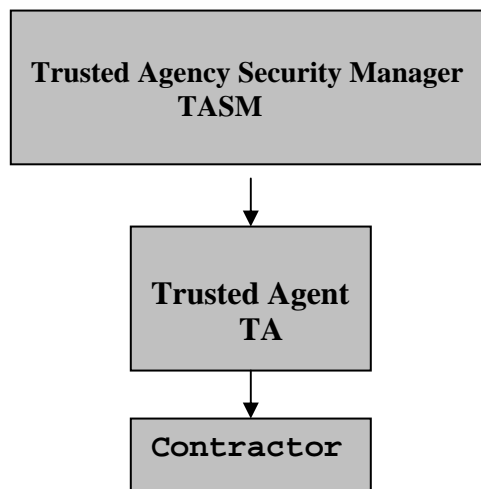


Figure 3.3.1.1 TASM, TA, Contractor Hierarchy

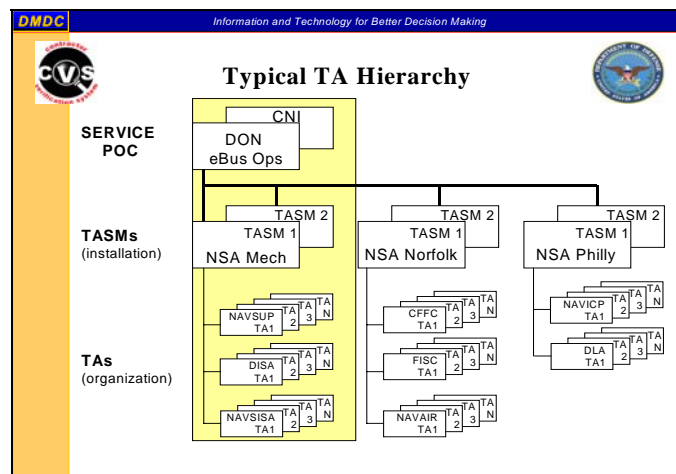
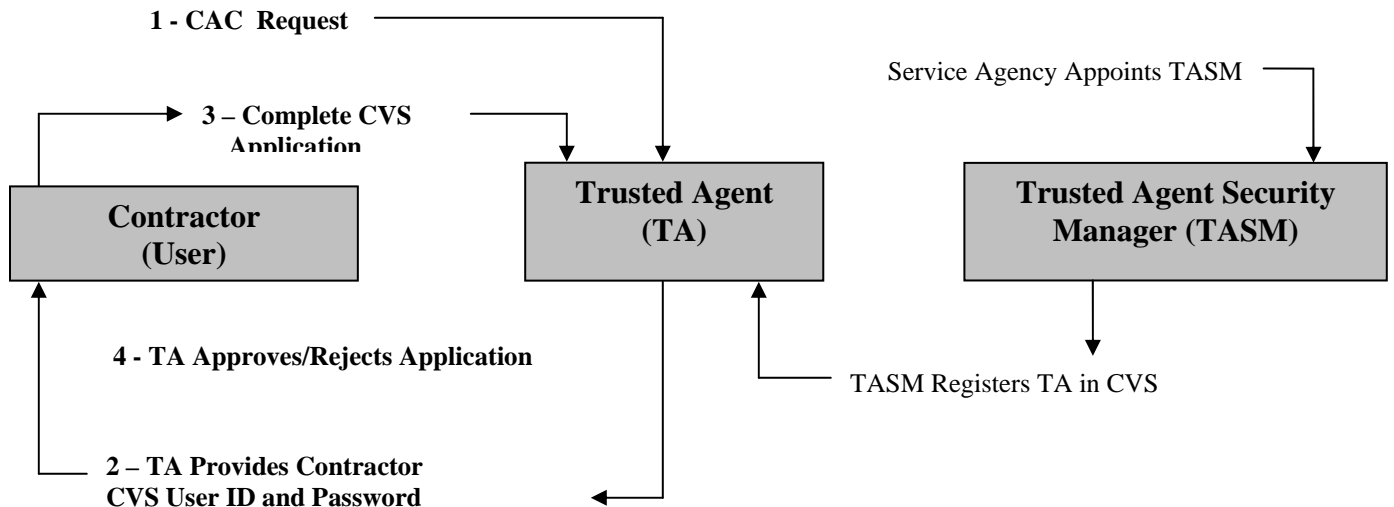


Figure 3.3.1.1.A Typical TA Hierarchy

3.2 The functional relationship is depicted in figure 3.3.2.



**Figure 3.3.2. TASM, TA, Contractor
Functional Relationship**

3.3 Description of CAC TA Qualifications and Registration

The Trusted Agent (TA) is nominated by the sponsoring activity (usually by the Activity's Commanding Officer) to the Trusted Agent Security Manager (TASM). The TASM uses the DEERS Security Outline Site to register the nominee as a TA. The Internet address for this Site is:

<https://www.dmdc.osd.mil/appj/audit/index.jsp>

To register a TA the TASM uses the TA's Social Security Number (SSN). To be registered in the Contractor Verification System, the nominated TA must already be enrolled in DEERS. Upon the TASM entering the nominated TA into DEERS, the system generates a TA user name and initial password which is mailed to the TASM for distribution. After the TA is registered in the system, the TA may access the CVS Website using the user name/password provided by the TASM. He or she may then change their password and commence viewing Contractor applications.

3.4 Major TA Responsibilities

The Trusted Agent primary duties and responsibilities include:

- Create Contractor Accounts in CVS
- Review completed Contractor Application Forms
- Approve, Return, or Reject The CAC application, as applicable

- Re-verify assigned Contractors every six months
- Revoke Contractor eligibility for CAC

Note: TA will also distribute temporary user/password for contractors to gain access to the CVS website and complete the application form.

Note: Since Contractor CAC issuance is staggered throughout the year the re-verifying process may be an ongoing task.

3.5 TA CAC Approval Criteria

The TA criteria for approving a Contractor's request for a CAC is usually based on:

- The validity of the application
- The accuracy of the application
- A valid affiliation with the DoD through contract requirements
- A valid need for a CAC in the performance of contract requirements
- A valid need to access military facilities and installations in the execution of the contract
- A valid need to access DoD networks and information programs

4.0 TA Functional Procedures

4.1 TA Personal Account

The TASM registers the TA in the CVS using the TA's social security number. A user name and initial password is generated by the system for the TA and mailed to the TASM for distribution to the TA. Once the TA is registered in the CVS they may access the website (through a Secure Socket Layer (SSL) connection), using their CAC, or the pre-issued User ID and password.

One of the first things the TA may want to do is change their temporary password to one that they prefer. This is accomplished by logging into the CVS website. The first page that will appear is the **CVS Home Page**.^{*} On the left hand side of this page will appear:

- Contractor Log In Page
- **TA Log In Page****
- TASM Log In Page

^{*} Internet address: <https://www.dmdc.osd.mil/appj/cvs/index.jsp>

Click on the **"TA Log In Page"**. The next page to appear will be the TA Login. This page directs the TA to enter their User ID and Password.

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TA Login

Log in with your CAC → Click Here

OR

Type in your User ID and Password

USER ID :

PASSWORD :

Submit Reset

[Privacy Statement](#) || [\(HTML\) User Guide \(PDF\)](#) || [Warning Notice](#)

Project Funded By :

Naval Air Station

****Note:** (Applicable to the TA and Contractor) The CVS Site will inactivate any account that has not been accessed for 45 days. If this occurs, contact the “CVS HELP DESK” (866) 843-6624.

4.2 TA CVS Navigation

Once you Log In as a TA you are now ready to navigate through the CVS. The TA Main page will appear which will contain the **TA Information Board** showing:

TA Information Board

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TA Main

You are logged in as: Tom L. Smith

TA Information Board

- You have 8 number of applications in progress.
- You have 3 number of applications to view.
- You have rejected 1 number of applications.
- You have approved 4 number of applications.
- You have returned 0 number of applications.

E-mail: cvs.helpdesk@osd.pentagon.mil

TA Main Page

Create new application account

View all current application accounts

Reverification Notices

View CAC Information

View all completed account applications

View all expired account applications

Change password

Account Information

Log Off

From the TA Main page, choose one of the following navigation links, contained on the left side of your screen:

- TA Main Page
- Create new application account
- View all current application accounts
- Re-verification notices
- View CAC Information
- View all completed account applications
- View all expired account applications
- Change password
- Account Information
- Log Off

4.3 TA Operational Procedures

Introduction: The Trusted Agent (TA) is the principal entity within the Contractor Verification System (CVS), the focal point for handling Contractor accounts, and the conduit between the Trusted Agent Security Manager (TASM) and Contractors. As such the TA is vested maintenance of Contractor CAC accounts under their charge.

As the focal point for Contractors to apply for a CAC, the Contractors must first know who you are, your purpose, and how to contact you. You need to ensure that your location, telephone number, and e-mail address are known in all offices of your Command/Activity that deal with Contractors.

4.4 Create New Application Account

To create a “New Application Account” select this navigation link from the TA Main page. This page will appear on your screen. The New Application Account for Contractor page includes the Office of Management and Budget authorization number (OMB No. 0704-0415) and fields in which to enter contractor information. Required Contractor Information fields are:

- Last Name:
- First Name:
- Middle Name:
- Person ID (SSN):
- Date of Birth (MM/DD/YYYY):
- Email:

After completing the information fields click the “**Submit**” button. A new page loads when the information has been received successfully. The new page displays the Contractor’s Log-In User ID and initial (temporary) password. You are responsible for providing the Log In information to the contractor in a secure manner (secure e-mail, registered mail, hand-delivery).

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Create New Application Account for Contractor

You are logged in as: Tom L. Smith

OMB No. 0704-0415

Required Information

Last Name :
First Name :
Middle Name :
Person ID (SSN) :
Date Of Birth :
(MM/DD/YYYY) :
Email :

E-mail: cvs_helpdesk@osd.pentagon.mil
Phone: 1-800-372-7437

TA Main Page
Create new application account
View all current application accounts
Reverification Notices
View CAC Information
View all completed account applications
View all expired account applications
Change password
Account Information
Log Off

Note: Once the applications is submitted it takes approximately **24-hours** for the system to issue a temporary password and user name.

4.5 View All Current Application Accounts

The reviewing of Contractor applications for issuance of a CAC and DEERS enrollment is accomplished from your TA Main page. From the left hand menu click on **“View all current application accounts”**. This will bring up the **“TA View Open Application Account Page”**. This page will have a listing of all open applications. To view a specific application, click on any segment of the applicant’s name (Last, Middle, or First), or on their ID. This will bring up the selected applicant’s **“Demographical Information”** page. To compare* the applicant’s submittals with their DEERS record, under **“Demographical Information”** click on the line labeled **“Person ID”**. After verifying the person’s demographical information, contained with their application, the TA either approves or rejects the application.

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TA View Open Application Account Page

You are logged in as: Tom L. Smith

Click on any below to review

All open application accounts for this TA

Last	First	Middle	ID	Status	Last Accessed	Person Email
RAYFORD	ROBERT	A.	111223333	Accepted	01/28/2004	R.Rayford@navy.mil
RAYMOND	RICHARD	A.	112223333	Submitted	01/14/2004	R.Raymond@navy.mil
RAYMOS	TWILA	W.	223324444	Submitted	01/15/2004	T.Raymos@navy.mil
RAYNES	RANDALL	I.	333445555	In Progress	01/16/2004	R.Raynes@navy.mil
RAYNER	GAYE	G.	444556666	In Progress	01/14/2004	G.Rayner@navy.mil
READ	BRENDA	H.	555667777	Disabled	01/18/2004	B.Read@osd.pentagon.mil
REBOULE	JOHN	D.	666778888	Disabled	10/15/2004	J.Reboule@navy.mil

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TA Main Page
Create new application account
View all current application accounts
Reverification Notices
View CAC Information
View all completed account applications
View all expired account applications
Change password
Account Information
Log Off

The following are valid status for a CVS application:

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- Approved – Application approved by the TA
- In Progress – Account created by TA and Contractor is completing the form
- Rejected – Application rejected by the TA
- Submitted – Application submitted by Contractor, awaiting review by the TA
- Returned – Ta returned application to Contractor for revisions/changes
- Expired – Application is no longer accessible due to not being submitted on time or manually disabled by the TA

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View Application Submitted

You are logged in as: Tom L. Smith

TA Main Page

- Create new application account
- View all current application accounts
- Reverification Notices
- View CAC Information
- View all completed account applications
- View all expired account applications
- Change password
- Account Information
- Log Off

Demographical Information:

Last Name:	RAYFORD
First Name:	Robert
Middle Name:	David
Cadency Name:	
Person ID:	0 View Person's Data In DEERS
ID type:	SSN
Person Type Code:	S
Date Of Birth:	02/20/1960
Sex:	M
U.S. Citizenship Status:	U.S. Citizen
Birth Country:	Japan
Home Address:	
Street Address 1:	315 Riverside Dr.
Street Address 2:	
City:	Mechanicsburg
State:	PA
Zip Code:	17055

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Contact Information:

Email:	R.Rayford@navy.mil
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Sponsor:

Contract Number:	#111222333
Telephone Number:	717-605-0000
Office Name:	Navy Supply Center
Street Address 1:	751 Beal Rd.
Street Address 2:	
City:	Mechanicsburg
State:	PA
Zip Code:	17055
Country:	United States of America

Duty Location:

Organization:	Navy Supply Center
City:	Mechanicsburg
State:	PA
Country:	United States Of America

Card Information:

Type:	
Begin Date:	
Termination Date:	

[LINK TO RESET PASSWORD FOR THIS CONTRACTOR](#)

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Demographic Information	CVS	DEERS
Last Name	RAYFORD	RAYFORD
First Name	Robert	Robert
Middle Name	David	David
Cadency Name		
Person ID	SSN	S
ID type		
Person Type Code		
Organization	N	null
Date Of Birth	02/20/1960	02/20/1960
Sex	M	M
U.S. Citizenship Status	US	US
Birth Country	Japan	Japan
Home Address:		
Street Address 1	315 Riverside Dr.	315 Riverside Dr.
Street Address 2		
City	Mechanicsburg	Mechanicsburg

This page may also be used to **“Reset Password for this Contractor”**. At the bottom of the page will be a line entitled **“LINK TO RESET PASSWORD FOR THIS CONTRACTOR”**. To reset, or, change the Contractor’s password click on this line. The “Reset Password for Contractor” page will then appear. In the middle of this page, click on “Reset Password”. Then simply follow the directions provided. When the password has been successfully changed, a confirmation page will appear with the new password. Provide the Contractor with their new password in a secure manner (e-mail, postal service, or hand-deliver). The composition of passwords are as follows:

- Must be 6 – 8 characters long
- Must contain at least one number
- Must contain at least one upper case letter
- Must contain at least one lower case letter
- Must contain at least one special Character

(Example: Jones?25 - Remember, passwords are case and character sensitive)

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Reset Password for Contractor

You are logged in as: Tom L. Smith

TA Main Page

- Create new application account
- View all current application accounts
- Reverification Notices
- View CAC Information
- View all completed account applications
- View all expired account applications
- Change password
- Account Information
- Log Off

•Click “RESET PASSWORD” to generate a new password for RAYFORD, ROBERT DAVID.

E-mail: cvb.helpdesk@osd.pentagon.mil

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4.6 Re-verification Notices

To view contractor applications that require re-verification, from the left side of the TA Main page click on **Re-verification Notices**. When this selection has been made, the TA Notices page will appear showing:

- Action Needed By (Deadline the re-verification is to be performed)
- First and Last Name of the Contractor
- Date CAC was issued
- Date contractor's CAC expires
- Contractor's employment status

Trusted agents are required to re-verify Contractor's affiliation with the DoD every six months. In addition to confirming the Contractor's affiliation, the TA must confirm the contractor's continued need for a CAC. The system obtains current TA e-mail address information from DEERS and notifies TAs, by e-mail, of Contractors who need to be re-verified. During this process, the TA may re-verify or revoke the Contractors records.

The TA has the capability to revoke a Contractor's access at any time. To process a revocation, the TA logs in to the CVS and selects the Contractor(s) in question and activates the "revoke" button. The TA must provide a reason for the revocation. The system will update DEERS. DEERS will update the Certificate Authority (CA). The CA will subsequently revoke the Contractor's certificates. The Contractor receives notice of their revocation via e-mail. The TA obtains the Contractor's CAC and returns it to the issuing office, or, the TA may handle the disposition of the Contractor's revoked CAC as delineated in local standing instructions.

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CVS

TA Notices

You are logged in as: Tom L. Smith

Click on any below to review

All open application accounts for this TA

Action Needed By	Last	First	Issued	Expires	State
03/15/2004	RAYMOND	RICHARD	09/15/2003	03/15/2006	Submitted
04/07/2004	RAYMOS	TWILA	04/07/2003	04/07/2006	In Progress
04/20/2004	RAYNER	GAYE	04/20/2003	04/20/2006	Returned

Prev Next

TA Main Page
Create new application account
View all current application accounts
Reverification Notices
View CAC Information
View all completed account applications
View all expired account applications
Change password
Account Information
Log Off

4.7 View (Contractor) CAC Information

To view CAC information, on the TA Main page click **“View CAC Information”**. The “View CAC Information” page will load. The page will list Contractor applicants awaiting CAC issuance. Select the applicant whose CAC Information is to be viewed by clicking on any of the data under the column titles (Last, First, Issued, Expires, or State). The applicant selected **“CAC Details”** page will then appear. To view details on this specific applicant click the **“View App”** button toward the bottom of this page. The **“View Application submitted”** page will then appear. The TA may then view the application submitted by the applicant as it appears in DEERS. The purpose of comparing the data contained in the application with current information in DEERS is to identify differences. When a conflict in information is identified, the TA may have to contact the applicant’s Human Resource or Administrative Office to clarify the issue. The TA should then return the application to the submitting Contractor for correction.

The TA may also change the Contractor’s password by clicking on the line **“LINK TO RESET PASSWORD FOR THIS CONTRACTOR”**, located at the bottom of the Contractor’s application page. Simply follow the process outlined in topic 3.4.6 above.

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View CAC Information

You are logged in as: Tom L. Smith

Last	First	Issued	Expires	State
RAYFORD	ROBERT	NA	NA	NOT ISSUED
RAYMOND	RICHARD	NA	NA	NOT ISSUED
RAYMOS	TWILA	NA	NA	NOT ISSUED
RAYNES	RANDALL	NA	NA	NOT ISSUED
RAYNER	GAYE	NA	NA	NOT ISSUED
READ	BRENDA	NA	NA	NOT ISSUED
REBOULE	JOHN	NA	NA	NOT ISSUED

E-mail: cvs.helpdesk@osd.pentagon.mil

4.8 View All Completed Account Applications

The Viewing All Completed Account Applications function provides a link to information concerning account applications for Contractors who have already been rejected or approved. To view old account applications, click the button labeled

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“View Completed Account Applications.”

The screenshot shows the DMDC 'Old Application Account Page'. The page header includes the DMDC logo and the tagline 'Information and Technology for Better Decision Making'. The user is logged in as Tom L. Smith. The page title is 'Old Application Account Page'. On the left is a navigation menu with links: TA Main Page, Create new application account, View all current application accounts, Reverification Notices, View CAC Information, View all completed account applications (highlighted), View all expired account applications, Change password, Account Information, and Log Off. The main content area has a heading 'Click on any below to review All application accounts for this TA'. Below this is a table with columns: Last, First, Middle, ID, Status, Date, and Issue. The table contains seven rows of application data. At the bottom of the table are links for 'Prev' and 'Next'.

Last	First	Middle	ID	Status	Date	Issue
RAYFORD	ROBERT	D	111223333	In Progress	01/28/2004	Not Issued
RAYMOND	RICHARD	W	112223333	Submitted	01/14/2004	Not Issued
RAYMOS	TWILA	A	222334444	Approved	01/15/2004	Issued
RAYNES	RANDALL	I	333445555	In progress	01/16/2004	Not Issued
RAYNER	GAYE	C	444556666	Approved	01/14/2004	Issued
READ	BRENDA	H	555667777	Disabled	01/18/2004	Not Issued
REBOULE	JOHN	D	666778888	Disabled	10/15/2004	Not Issued

From the view all completed account applications, you may view the application details by clicking on the applicants Last Name, First Name, Middle Initial, ID, Status, Date or Issue. When one of these items has been selected, the application submitted by the Contractor will appear. From this page, you may choose to view the applicant's data as it appears in DEERS. When finished viewing completed account applications, select one of the available navigation links on the page or log off by closing the browser application.

4.9 View All Expired Account Applications

To view all expired accounts, on the TA Main page click “**View all expired account applications**”. This view provides the following:

- Link to information concerning applications that have expired
- The application submitted by the Contractor
- Link to Contractor's DEERS data
- Link to change (Contractor's) password

Contractor accounts expire if after creating the account, the Contractor never logs on, or after signing in once, never completes and submits the application. To reactivate the account the Contractor must redo the application process.

The screenshot shows the DMDC 'TA View Expired Application Account Page'. The page header includes the DMDC logo and the tagline 'Information and Technology for Better Decision Making'. The user is logged in as Tom L. Smith. The page title is 'TA View Expired Application Account Page'. On the left is a navigation menu with links: TA Main Page, Create new application account, View all current application accounts, Reverification Notices, View CAC Information, View all completed account applications, View all expired account applications (highlighted), Change password, Account Information, and Log Off. The main content area has a heading 'Click on any below to review All open application accounts for this TA'. Below this is a table with columns: Last, First, Middle, ID, Status, Last Accessed, and Person Email. The table contains seven rows of application data. At the bottom of the table are links for 'Prev' and 'Next'.

Last	First	Middle	ID	Status	Last Accessed	Person Email
RAYFORD	ROBERT	D	111223333	In Progress	01/28/2004	R.Rayford@navy.mil
RAYMOND	RICHARD	W	112223333	Submitted	01/14/2004	R.Raymond@navy.mil
RAYMOS	TWILA	A	222334444	Submitted	01/15/2004	T.Raymos@navy.mil
RAYNES	RANDALL	I	333445555	In Progress	01/16/2004	R.Raynes@navy.mil
RAYNER	GAYE	C	444556666	In Progress	01/14/2004	G.Rayner@navy.mil
READ	BRENDA	H	555667777	Expired	01/18/2004	B.Read@od.pentagon.mil
REBOULE	JOHN	D	666778888	Disabled	10/15/2004	J.Reboul@navy.mil

4.10 Change Your Password

To change your password log on to the **TA Main** page and select the “**Change password**” button on the left hand side of the page. The “Change Password” page will the load. Follow the directions in the center of this page:

- Enter your User ID
- Enter your Old Password
- Choose a New Password
- Confirm New Password

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Change Password

You are logged in as: Tom L. Smith

TA Main Page
Create new application account
View all current application accounts
Reverification Notices
View CAC Information
View all completed account applications
View all expired account applications
Change password
Account Information
Log Off

Password Edit Requirement

The password that you choose must fulfill the following requirements:

- It must be 8 characters.
- It must contain at least one upper case letter.
- It must contain at least one lower case letter.
- It must contain at least one special character (-!<#\$%&*7).
- It cannot have the same character repeat more than 2 times.
- It must not match the previous 5 passwords.
- It will be expired after 45 days and will be deactivated after 60 days of inactivity.

Enter your User ID:

Enter your Old Password:

Choose a New Password:

Confirm New Password:

E-mail: cvs.helpdesk@osd.pentagon.mil

Phone: 1-800-372-7437

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Ensure your new password is in the form of 6 to 8 characters, mixed-case, 1 number, and 1 special character. When finished, click the “**Change Password**” button. If the action was completed correctly, a screen acknowledging the receipt of the new password will appear “**Password Changed**”.

4.11 Change your Account Information

To review your account information log on to the **TA Main** page. From the left hand side select the “**Account Information**” button. The “**Edit Profile**” page will then load showing:

- **Name on the account**
- **Contact Email**

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The screenshot shows the 'Edit Profile' page of the DMDC Trusted Agent system. The header includes the DMDC logo, the tagline 'Information and Technology for Better Decision Making', and the Department of Defense seal. A navigation menu on the left lists options: TA Main Page, Create new application account, View all current application accounts, Reverification Notices, View CAC Information, View all completed account applications, View all expired account applications, Change password, Account Information, and Log Off. The main content area displays the user's login as 'Tom L. Smith' and an 'Edit Profile' button. Below this, the 'Account Information' section shows the user's name as 'RAYFORD, ROBERT' and contact email as 'null'. A link 'Change Contact Information' is provided at the bottom of this section. The footer contains the email address 'cvs.helpdesk@osd.pentagon.mil'.

To change contact information, at the bottom of the box, in the middle of the page, click “**Change Contact Information**”. When this page appears, enter and confirm your preferred new- e-mail address, as well as your first, middle and last name. Click the “**Change**” button to submit the change. When the system **receives the changes**, a confirmation page will appear stating, “**Your contact information has been successfully changed**”. Please choose from the menu to continue”.

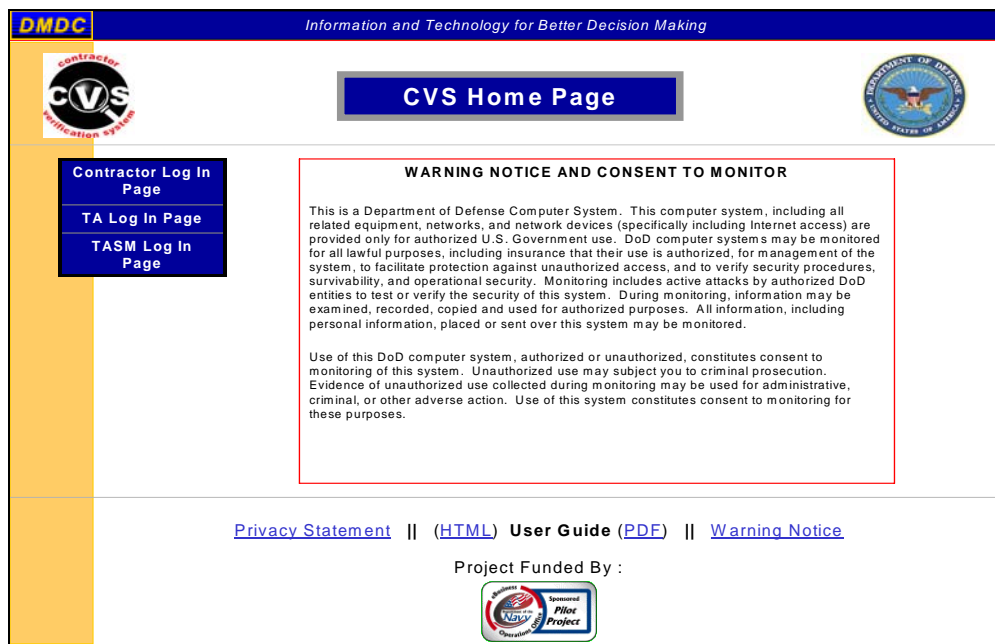
The screenshot shows the 'Change Contact Information' page. The header and navigation menu are identical to the previous page. The main content area shows the user's login as 'Tom L. Smith'. The 'Change Contact Information' section displays the 'Old Email' as 'null'. Below this, there are input fields for 'Enter a New Email', 'Confirm Email', 'Last name', 'First name', and 'Middle name'. At the bottom of this section are 'Change' and 'Cancel' buttons. The footer contains the email address 'cvs.helpdesk@osd.pentagon.mil'.

5.0 Contractor CVS Log-In

5.1 Contractor CAC Issuance, Access, Log-In

The initial step for Contractors to log on to the Contractor Verification System is to obtain a user identification (USER ID) and password from the TA assigned to their organization. As a first-time user, contacting the representative TA is accomplished by obtaining the TA e-mail address from the Command/Activity WEB Site, consulting the Command/Activity directory to identify the TA, consulting the Contractor's Administrative Assistant, or visiting the Command/Activity's Administrative Officer or "PASS and ID" Office to obtain guidance.

Once a Contractor obtains a USER ID and password and logs on to the CVS home page, the first two pages that will be presented are the "WARNING NOTICE AND CONSENT TO MONITOR", and, "PRIVACY ACT STATEMENT" pages. The Contractor must select the "I AGREE" block at the bottom of the Privacy Act Statement to continue. If they do not agree, they will be logged out of the Site.



After the Contractor completes the first-time CVS log on, they will be given the opportunity to change their password to one that they preferred. The format for passwords is: they must be 6 to 8 characters, mixed-case, 1 number, and 1 special character. The "First Time Log in Change Password" page will lead them through the process.

When the password has been changed, the Contractor **Home page** loads with the following navigation buttons:

- Contractor Home
- Edit Profile
- Start New Application
- Edit Saved Application
- View Status or Reason
- Log Off

The next two things the Contractor has to do are “EDIT PROFILE”, ensuring that their name, Login ID, password, and Contact e-mail data are correct, and, “NEW APPLICATION”. The “NEW APPLICATION” form contains 28 items of demographical information. It is not uncommon for the applicant to enter incorrect data or make mistakes in filling out the form. In this case, it will be returned for corrections. Once completed correctly, CVS will direct the Contractor, via e-mail, to RAPIDS for issuance of a CAC.

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The following is a list of contacts to assist you when needed.

CVS Home Page: <https://pmo.cac.navy.mil>

Help Desk: <https://www.dmdc.osd.mil/appj/audit/index.jsp>

Help Desk Email: cvs.helpdesk@osd.pentagon.mil

Help Desk Phone: 1-800-372-7437

ASSOCIATED TERMS AND ABBREVIATIONS

During performance of your duties as a Trusted Agent you may have occasion to encounter the following terms and abbreviations; which are provided for your information:

AAP	Application
AATC	Access and Authentication Technology Division
ACO	Access Card Office
Bar Code	Magnetic strip containing personal demographics/access authorizations
CAC	Common Access Card
CFFC	Commander Fleet Force Command
CNI	Commander Navy Installations
Cont	Contractor
CVS	Contractor Verification System
DD	Defense Department
DD Form 1172-2	Application for CAC and DEERS enrollment
DEERS	Defense Enrollment & Eligibility Reporting System
DISA	Defense Information System Agency
DLA	Defense Logistics Agency
DMDC	Defense Manpower Data Center
DoD	Department of Defense
DoN	Department of Navy
EEPROM	Electronically Erasable Programmable Read Only Memory
e-mail	Electronic Mail
FISC	Fleet and Industrial Support Center
ICC	Integrated Circuit Chip
ID	Identification
MM/DD/YYYY	Month/Day/Year
NAVAIR	Naval Air
NAVICP	Naval Inventory Control Point
NAVSISA	Navy Supply Information Systems Activity
NAVSUP	Naval Supply (System Command)
NSA NORFOLK	Naval Support Activity Norfolk, VA
NSA PHILLY	Naval Support Activity Philadelphia, PA
NMCI	Navy Marine Corps Intranet
OSD	Office of the Secretary of Defense
PIN	Personal Identification Number
PKI	Public Key Infrastructure
RAPIDS	Real-Time Automated Personnel Identification System
SSL	Secure Socket Layer
SSN	Social Security Number
TA	Trusted Agent
TASM	Trusted Agent Security Manager
WEB	A set of interlinked documents in a hypertext system
WWW	World Wide Web